

CSC Adopted: October 2001 , CSC Revised: _____**Class Title: Information Technology Telecommunications Technician****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Administrates, installs, and maintains communications equipment.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	M	Administrates, installs, and maintains equipment by using switch administrative programs, installing switches, telephones, and faxes, and making field visits to perform changes to existing systems and repair defective cable.

CSC Adopted: October 2001 , CSC Revised: _____**CLASS REQUIREMENTS:**

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with six months/one year of advanced study or training past the high school equivalency. Junior college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Two years experience as a Systems Technician.
Certifications and Other Requirements	Valid Driver's License, Certification for switches and cabling, outside plant, inside premise wiring, BICSI Industry Standards
Reading	Work requires the ability to read technical material, reports, and work requests.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write reports and work requests.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, volunteers or temporary employees.
Complexity	Work is governed by broad instructions, objectives, and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

CSC Adopted: **October 2001** , CSC Revised: _____**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	Light	Medium X	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Conducting field visits, performing adds, moves or changes to telephone systems, repairing defective cable, wire changes in terminal rooms
Sitting	F	Computer, desk work, conducting field visits, driving
Walking	F	To/from field site, inter-office
Lifting	O	Office supplies, telephone equipment, telephone repair tools and supplies
Carrying	O	Office supplies, telephone equipment, telephone repair tools and supplies
Pushing/Pulling	O	Wiring
Reaching	O	Performing telephone or telephone company work
Handling	F	Office supplies, telephone equipment, telephone repair tools and supplies
Fine Dexterity	F	Computer keyboard, wiring work, telephone keypad
Kneeling	O	Conduct installations, repairing or maintenance work
Crouching	O	Conduct installations, repairing or maintenance work
Crawling	R	Conduct installations, repairing or maintenance work
Bending	O	Conduct installations, repairing or maintenance work
Twisting	O	Conduct installations, repairing or maintenance work
Climbing	O	Ladders
Balancing	O	On ladders
Vision	C	Computer, desk work, reading, writing, wiring work, performing adds, moves or changes to telephone systems, repair or maintenance of telephones, driving
Hearing	C	Telephone, co-workers, supervisors, various City agencies, telephone company repair and maintenance personnel, meetings
Talking	F	Telephone, co-workers, supervisors, various City agencies, telephone company repair and maintenance personnel
Foot Controls	O	Driving
Other (specify)	N	

CSC Adopted: **October 2001** , CSC Revised: _____**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Computer, laser or inkjet printer, copy machine, fax machine, telephone, hand tools, test equipment, Standard Microsoft Windows and Office software, KeyCAD, Service control, Admin/Manager program software, Internet

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	D
Chemical Hazards	N	Extreme Temperatures	S
Electrical Hazards	D	Noise and Vibration	W
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	M
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

(1)

(2)

PROTECTIVE EQUIPMENT REQUIRED:

Safety glasses

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	O
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	N
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

(3)